

Listing of Claims

1. – 22. Cancelled.

1 23. (Currently Amended) An apparatus comprising:

2 a communication server for communicating with a communication channel, the

3 communication server operable to:

4 handle an incoming communication received from the communication channel,

5 the receiving the incoming communication being performed via a channel

6 driver communicatively coupled to the communication channel, wherein

7 the channel driver is operable according to the media type of the

8 communication channel; and

9 cause an outgoing communication to be sent to the communication channel,

10 wherein

11 the communication server is further operable to communicate independently of a

12 media type of the communication channel.

1 24. (Currently Amended) The apparatus of claim 23 wherein ~~further comprising:~~

2 ~~a channel driver communicatively coupled to the communication channel, the channel driver~~

3 ~~being~~ is further operable to:

4 provide an event when the incoming communication is received from the

5 communication channel, ~~the receiving the incoming communication being~~

6 ~~according to the media type of the communication channel; and~~

7 issue a command to the communication channel, wherein the command is the

8 outgoing communication, the issuing being according to the media type of

9 the communication channel;

10 and wherein

11 the communication server being operable to handle the incoming communication

12 further comprises the communication server being operable to obtain the

13 event provided by the channel driver; and

14 the communication server being operable to cause the outgoing communication to
15 be sent further comprises the communication server being operable to
16 cause the channel driver to issue the command.

1 25. (Previously Presented) The apparatus of claim 24 further comprising:
2 a user interface comprising a user interface object operable to be activated, wherein the
3 communication server is operable to cause the channel driver to issue the
4 command upon activation of the user interface object.

1 26. (Previously Presented) The apparatus of claim 25 wherein
2 the communication server is further operable to receive the activation of the user
3 interface object.

1 27. (Previously Presented) The apparatus of claim 25 wherein
2 the communication server is further operable to provide a notification of the event via the
3 user interface.

1 28. (Previously Presented) The apparatus of claim 25 wherein
2 the communication server is further operable to:
3 determine an agent to be notified of the event; and
4 provide a notification of the event to the agent via the user interface.

1 29. (Previously Presented) The apparatus of claim 25 further comprising:
2 a connection between the user interface and the communication channel.

1 30. (Previously Presented) The apparatus of claim 29 wherein the connection comprises:
2 a first sub-connection between the user interface and the communication server;
3 a second sub-connection between the communication server and the channel driver; and
4 a third sub-connection between the channel driver and the communication channel;
5 and wherein
6 the communication server is further operable to use the first and second sub-
7 connections to cause the channel driver to issue the command; and
8 the channel driver is further operable to use the third sub-connection to issue the
9 command.

1 31. (Previously Presented) The apparatus of claim 25, further comprising:
2 a database comprising:
3 an event table comprising information regarding the event;
4 a command table comprising information regarding the command; and
5 a user interface object table comprising information regarding the user interface object.

1 32. (Previously Presented) The apparatus of claim 31 wherein
2 the communication server being operable to handle the event comprises further being
3 operable to access the event table; and
4 the communication server being operable to cause the channel driver to issue the
5 command comprises being further operable to access the command table and the
6 user interface object table to cause the channel driver to issue the command,
7 wherein
8 command data in the command table and user interface object data in the user interface
9 object table are used to cause the issuing instructions to issue the command.

1 33. (Previously Presented) The apparatus of claim 31 wherein
2 the communication server is further operable to:
3 obtain the event provided by the channel driver; and
4 perform an event response;
5 and
6 the database further comprises:
7 an event response table comprising information regarding the event response to be
8 performed upon obtaining the event.

1 34. (Previously Presented) The apparatus of claim 31 wherein
2 the communication server is further operable to:
3 determine a configuration for an agent using the user interface;
4 and wherein
5 the database further comprises:
6 an agent configuration table comprising information regarding the configuration to which
7 the agent belongs.

1 35. (Previously Presented) The apparatus of claim 34 wherein
2 the database further comprises:

3 a configuration table comprising information regarding the configuration; and
4 an agent table comprising information regarding the agent.

1 36. (Previously Presented) The apparatus of claim 24 wherein
2 the communication channel is one communication channel of a plurality of

3 communication channels;
4 the channel driver is one channel driver of a plurality of channel drivers; and
5 each communication channel of the communication channels is associated with a
6 corresponding channel driver of the channel drivers.

1 37. (Previously Presented) A method for communicating using a communication channel
2 comprising:

3 receiving an event from the communication channel, wherein the receiving the event
4 communicates according to a media type of the communication channel; and
5 providing a notification of the event via a user interface, wherein the providing the
6 notification is independent of the media type.

1 38. (Previously Presented) The method of claim 37 further comprising:
2 obtaining an activation of a user interface object from the user interface, wherein the
3 activation is associated with a command; and
4 issuing the command to the communication channel, wherein the issuing the command
5 communicates according to the media type.

1 39. (Previously Presented) The method of claim 37 further comprising:
2 determining an agent to be notified of the event;
3 and wherein
4 the providing the notification comprises providing the notification to the agent via the
5 user interface.

1 40. (Previously Presented) The method of claim 37 wherein
2 the event corresponds to a work item; and

3 the providing the notification of the event comprises providing a notification of the work
4 item.

1 41. (Previously Presented) The method of claim 37 further comprising:
2 establishing a connection between the user interface and the communication channel;
3 and wherein
4 the providing the notification is performed via the connection.

1 42. (Previously Presented) A method for communicating using a communication channel
2 comprising:
3 issuing a command to the communication channel, wherein the issuing the command
4 communicates according to the media type.

1 43. (Previously Presented) The method of claim 42 further comprising:
2 determining the command upon receiving an activation of a user interface object of a user
3 interface, wherein the determining is performed independently of the media type.

1 44. (Previously Presented) A method comprising:
2 receiving an event from a communication channel, the receiving being performed
3 according to a media type of the communication channel;
4 accessing a database to determine an event response to the receiving the event; and
5 performing the event response, the performing being independent of the media type.

1 45. (Previously Presented) A computer system comprising:
2 a processor;
3 a display, coupled to the processor;
4 computer readable medium coupled to the processor; and
5 computer instructions, encoded in the computer readable medium, the computer
6 instructions comprising:
7 a communication server to cause said processor to communicate with a
8 communication channel, the communication channel having a media type,
9 the communication server comprising:
10 incoming instructions to handle an incoming communication received

11 from the communication channel, the receiving the incoming
12 communication being according to the media type of the
13 communication channel; and
14 outgoing instructions to cause an outgoing communication to be sent to
15 the communication channel,
16 wherein
17 the incoming instructions communicate independently of the media
18 type of the communication channel, and
19 the outgoing instructions communicate independently of the media
20 type of the communication channel.

1 46. (Previously Presented) The computer system of claim 45 wherein the computer
2 instructions further comprise:
3 a channel driver communicatively coupled to the communication channel, the channel driver
4 comprising:
5 event obtaining instructions to obtain an event when the incoming communication
6 is received from the communication channel, wherein the event obtaining
7 instructions communicate according to the media type; and
8 issuing instructions to issue a command to the communication channel, wherein
9 the command is the outgoing communication and the issuing instructions
10 communicate according to the media type;
11 and wherein
12 the incoming instructions further comprise event providing instructions to provide
13 the event obtained by the event obtaining instructions; and
14 the outgoing instructions further comprise causing instructions to
15 cause the issuing instructions to issue the command.

1 47. (Previously Presented) The computer system of claim 46 wherein the computer
2 instructions further comprise:
3 user interface instructions to provide a user interface presented on the display, the user
4 interface comprising a user interface object operable to be activated, wherein the
5 causing instructions cause the issuing instructions to issue the command upon

6 activation of the user interface object.

1 48. (Previously Presented) The computer system of claim 47 wherein
2 the communication server further comprises activation receiving instructions to receive
3 the activation of the user interface object.

1 49. (Previously Presented) The computer system of claim 47 wherein
2 the communication server further comprises notifying instructions to provide a
3 notification of the event via the user interface.

1 50. (Previously Presented) The computer system of claim 47 wherein
2 the communication server further comprises:
3 agent determining instructions to determine an agent to be notified of the event;
4 and
5 notifying instructions to provide a notification of the event to the agent via the user
6 interface.

1 51. (Previously Presented) The computer system of claim 47 wherein the computer
2 instructions further comprise:
3 connection instructions for establishing a connection between the user interface and the
4 communication channel.

1 52. (Previously Presented) The computer system of claim 51 wherein the connection
2 instructions comprise:
3 first sub-connection instructions to establish a first sub-connection between the user
4 interface and the communication server;
5 second sub-connection instructions to establish a second sub-connection between the
6 communication server and the channel driver; and
7 third sub-connection instructions to provide a third sub-connection between the channel
8 driver and the communication channel;
9 and wherein
10 the communication server uses the first and second sub-connections to cause the
11 channel driver to issue the command; and

12 the channel driver uses the third sub-connection to issue the command.

1 53. (Previously Presented) The computer system of claim 52, wherein the first sub-
2 connection comprises:

3 a web connection between the user interface and a web server; and
4 an interprocess connection between the web server and the communication server.

1 54. (Previously Presented) The computer system of claim 47, further comprising:
2 a database stored in the computer readable medium comprising:
3 an event table comprising information regarding the event;
4 a command table comprising information regarding the command; and
5 a user interface object table comprising information regarding the user interface object.

1 55. (Previously Presented) The computer system of claim 54 wherein
2 the event providing instructions comprise event table accessing instructions to access the
3 event table, wherein
4 event data in the event table is used to provide the event; and
5 the causing instructions comprise:
6 command table accessing instructions to access the command table; and
7 user interface object table accessing instructions to access the user interface object
8 table, wherein
9 command data in the command table and user interface object data in the user interface
10 object table are used to cause the issuing instructions to issue the command.

1 56. (Previously Presented) The computer system of claim 54 wherein
2 the communication server further comprises:
3 event obtaining instructions to obtain the event provided by the event providing
4 instructions; and
5 event response performing instructions to perform an event response;
6 and
7 the database further comprises:
8 an event response table comprising information regarding the event response to be
9 performed upon obtaining the event.

1 57. (Previously Presented) The computer system of claim 54 wherein
2 the communication server further comprises:
3 configuration determining instructions to determine a configuration for an agent
4 using the user interface;
5 and wherein
6 the database further comprises:
7 an agent configuration table comprising information regarding the configuration to which
8 the agent belongs.

1 58. (Previously Presented) The computer system of claim 57 wherein
2 the database further comprises:
3 a configuration table comprising information regarding the configuration; and
4 an agent table comprising information regarding the agent.

1 59. (Previously Presented) The computer system of claim 46 wherein
2 the communication channel is one communication channel of a plurality of
3 communication channels;
4 the channel driver is one channel driver of a plurality of channel drivers; and
5 each communication channel of the communication channels is associated with a
6 corresponding channel driver of the channel drivers.

1 60. (Previously Presented) A computer system to communicate using a communication
2 channel comprising:
3 a processor;
4 a display, coupled to the processor;
5 computer readable medium coupled to the processor; and
6 computer instructions, encoded in the computer readable medium, the computer
7 instructions comprising:
8 receiving instructions to receive an event from the communication channel,
9 wherein the receiving instructions communicate according to a media type
10 of the communication channel; and
11 notifying instructions to provide a notification of the event via a user interface

12 presented on the display, wherein the notifying instructions communicate
13 independently of the media type.

1 61. (Previously Presented) The computer system of claim 60 wherein the computer
2 instructions further comprise:
3 activation obtaining instructions to obtain an activation of a user interface object of the
4 user interface, wherein the activation is associated with a command; and
5 issuing instructions to issue the command to the communication channel, wherein
6 the issuing the command communicates according to the media type.

1 62. (Previously Presented) The computer system of claim 60 wherein the computer
2 instructions further comprise:
3 agent determining instructions to determine an agent to be notified of the event;
4 and wherein
5 the notifying instructions comprise agent notifying instructions to provide the
6 notification to the agent via the user interface.

1 63. (Previously Presented) The computer system of claim 60 wherein
2 the event corresponds to a work item; and
3 the providing instructions comprise work item providing instructions to provide a
4 notification of the work item via the user interface.

1 64. (Previously Presented) The computer system of claim 60 wherein the computer
2 instructions further comprise:
3 connection instructions to establish a connection between the user interface and the
4 communication channel;
5 and wherein
6 the notifying instructions use the connection to provide the notification.

1 65. (Previously Presented) A computer system to communicate using a communication
2 channel comprising:
3 a processor;
4 a display, coupled to the processor;

5 computer readable medium coupled to the processor; and
6 computer instructions, encoded in the computer readable medium, the computer
7 instructions comprising:
8 issuing instructions to issue a command to the communication channel, wherein the
9 issuing instructions communicate according to the media type.

1 66. (Previously Presented) The computer system of claim 65 wherein the computer
2 instructions further comprise:
3 command determining instructions to determine the command upon receiving an
4 activation of a user interface object of a user interface presented on the display,
5 wherein the command determining instructions communicate independently of the
6 media type.

1 67. (Previously Presented) A computer system comprising:
2 a processor;
3 computer readable medium coupled to the processor; and
4 computer instructions, encoded in the computer readable medium, the computer
5 instructions comprising:
6 receiving instructions to receive an event from a communication channel, the
7 receiving being performed according to a media type of the
8 communication channel;
9 accessing instructions to access a database to determine an event response to the
10 receiving the event; and
11 event response performing instructions to perform the event response, the event
12 response performing instructions operating independently of the media
13 type.

1 68. (Previously Presented) A computer program product comprising:
2 a communication server to cause said processor to communicate with a communication
3 channel, the communication channel having a media type, the communication
4 server comprising:
5 incoming instructions to handle an incoming communication received from the

6 communication channel, the receiving the incoming communication being
7 according to the media type of the communication channel; and
8 outgoing instructions to cause an outgoing communication to be sent to the
9 communication channel,
10 wherein
11 the incoming instructions communicate independently of the media type
12 of the communication channel, and
13 the outgoing instructions communicate independently of the media type of
14 the communication channel;
15 and
16 a computer readable medium to store the communication server.

1 69. (Previously Presented) The computer program product of claim 68 further
2 comprising:
3 a channel driver communicatively coupled to the communication channel, the channel
4 driver comprising:
5 event obtaining instructions to obtain an event when the incoming communication
6 is received from the communication channel, wherein the event obtaining
7 instructions communicate according to the media type; and
8 issuing instructions to issue a command to the communication channel, wherein
9 the command is the outgoing communication and the issuing instructions
10 communicate according to the media type;
11 and wherein
12 the incoming instructions further comprise event providing instructions to provide
13 the event obtained by the event obtaining instructions;
14 the outgoing instructions further comprise causing instructions to cause the
15 issuing instructions to issue the command; and
16 the computer readable medium further stores the channel driver.

1 70. (Previously Presented) The computer program product of claim 69 further
2 comprising:
3 user interface instructions to provide a user interface presented on the display, the user

4 interface comprising a user interface object operable to be activated, wherein the
5 causing instructions cause the issuing instructions to issue the command upon
6 activation of the user interface object;

7 and wherein

8 the computer readable medium further stores the user interface instructions.

1 71. (Previously Presented) The computer program product of claim 70 wherein
2 the communication server further comprises activation receiving instructions to receive
3 the activation of the user interface object.

1 72. (Previously Presented) The computer program product of claim 70 wherein
2 the communication server further comprises notifying instructions to provide a
3 notification of the event via the user interface.

1 73. (Previously Presented) The computer program product of claim 70 wherein
2 the communication server further comprises:
3 agent determining instructions to determine an agent to be notified of the event;
4 and
5 notifying instructions to provide a notification of the event to the agent via the user
6 interface.

1 74. (Previously Presented) The computer program product of claim 70 further
2 comprising:
3 connection instructions for establishing a connection between the user interface and the
4 communication channel;
5 and wherein
6 the computer readable medium further stores the connection instructions.

1 75. (Previously Presented) The computer program product of claim 74 wherein the
2 connection instructions comprise:
3 first sub-connection instructions to establish a first sub-connection between the user
4 interface and the communication server;
5 second sub-connection instructions to establish a second sub-connection between the

6 communication server and the channel driver; and
7 third sub-connection instructions to provide a third sub-connection between the channel
8 driver and the communication channel;
9 and wherein
10 the communication server uses the first and second sub-connections to cause the
11 channel driver to issue the command; and
12 the channel driver uses the third sub-connection to issue the command.

1 76. (Previously Presented) The computer program product of claim 75, wherein the first
2 sub-connection comprises:

3 a web connection between the user interface and a web server; and
4 an interprocess connection between the web server and the communication server.

1 77. (Previously Presented) The computer program product of claim 70 further
2 comprising:

3 a database stored in the computer readable medium comprising:
4 an event table comprising information regarding the event;
5 a command table comprising information regarding the command; and
6 a user interface object table comprising information regarding the user interface object.

1 78. (Previously Presented) The computer program product of claim 76 wherein
2 the event providing instructions comprise event table accessing instructions to access the
3 event table, wherein
4 event data in the event table is used to provide the event; and
5 the causing instructions comprise:
6 command table accessing instructions to access the command table; and
7 user interface object table accessing instructions to access the user interface object
8 table, wherein
9 command data in the command table and user interface object data in the user
10 interface object table are used to cause the issuing instructions to issue the
11 command.

1 79. (Previously Presented) The computer program product of claim 76 wherein

2 the communication server further comprises:

3 event obtaining instructions to obtain the event provided by the event providing
4 instructions; and

5 event response performing instructions to perform an event response;

6 and

7 the database further comprises:

8 an event response table comprising information regarding the event response to be
9 performed upon obtaining the event.

1 80. (Previously Presented) The computer program product of claim 76 wherein
2 the communication server further comprises:

3 configuration determining instructions to determine a configuration for an agent
4 using the user interface;

5 and wherein

6 the database further comprises:

7 an agent configuration table comprising information regarding the configuration to which
8 the agent belongs.

1 81. (Previously Presented) The computer program product of claim 80 wherein
2 the database further comprises:

3 a configuration table comprising information regarding the configuration; and
4 an agent table comprising information regarding the agent.

1 82. (Previously Presented) The computer program product of claim 69 wherein
2 the communication channel is one communication channel of a plurality of

3 communication channels;

4 the channel driver is one channel driver of a plurality of channel drivers; and

5 each communication channel of the communication channels is associated with a
6 corresponding channel driver of the channel drivers.

1 83. (Previously Presented) A computer program product to communicate using a
2 communication channel, the computer program product comprising:

3 receiving instructions to receive an event from the communication channel, wherein the

4 receiving instructions communicate according to a media type of the
5 communication channel;
6 notifying instructions to provide a notification of the event via a user interface, wherein
7 the notifying instructions communicate independently of the media type; and
8 a computer readable medium to store the receiving instructions and the notifying
9 instructions.

1 84. (Previously Presented) The computer program product of claim 83 further
2 comprising:
3 activation obtaining instructions to obtain an activation of a user interface object of the
4 user interface, wherein the activation is associated with a command; and
5 issuing instructions to issue the command to the communication channel, wherein
6 the issuing the command communicates according to the media type; and
7 the computer readable medium further stores the issuing instructions.

1 85. (Previously Presented) The computer program product of claim 83 further
2 comprising:
3 agent determining instructions to determine an agent to be notified of the event;
4 and wherein
5 the notifying instructions comprise agent notifying instructions to provide the
6 notification to the agent via the user interface; and
7 the computer readable medium further stores the agent determining instructions.

1 86. (Previously Presented) The computer program product of claim 83 wherein
2 the event corresponds to a work item; and
3 the notifying instructions comprise work item providing instructions to provide a
4 notification of the work item via the user interface.

1 87. (Previously Presented) The computer program product of claim 83 further
2 comprising:
3 connection instructions to establish a connection between the user interface and the
4 communication channel;
5 and wherein

6 the notifying instructions use the connection to provide the notification; and
7 the computer readable medium further stores the connection instructions.

1 88. (Previously Presented) A computer program product to communicate using a
2 communication channel comprising:
3 issuing instructions to issue a command to the communication channel, wherein the
4 issuing instructions communicate according to the media type; and
5 a computer readable medium to store the issuing instructions.

1 89. (Previously Presented) The computer program product of claim 88 further
2 comprising:
3 command determining instructions to determine the command upon receiving an
4 activation of a user interface object of a user interface, wherein
5 the command determining instructions communicate independently of the media
6 type; and
7 the computer readable medium further stores the command determining instructions.

1 90. (Previously Presented) A computer program product comprising:
2 receiving instructions to receive an event from a communication channel, the receiving
3 being performed according to a media type of the communication channel;
4 accessing instructions to access a database to determine an event response to the
5 receiving the event;
6 event response performing instructions to perform the event response, the event response
7 performing instructions operating independently of the media type; and
8 a computer readable medium to store the receiving instructions, the accessing
9 instructions, and the event response performing instructions.

1 91. (Previously Presented) An apparatus comprising:
2 receiving means for receiving an event from the communication channel, wherein the
3 receiving the event communicates according to a media type of the
4 communication channel; and
5 notifying means for providing a notification of the event via a user interface, wherein the
6 providing the notification is independent of the media type.

1 92. (Previously Presented) The apparatus of claim 91 further comprising:
2 activation obtaining means for obtaining an activation of a user interface object of the
3 user interface, wherein the activation is associated with a command; and
4 issuing means for issuing the command to the communication channel, wherein the
5 issuing the command communicates according to the media type.

1 93. (Previously Presented) The apparatus of claim 91 further comprising:
2 agent determining means for determining an agent to be notified of the event;
3 and wherein
4 the notifying means comprise agent notifying means for providing the notification to the
5 agent via the user interface.

1 94. (Previously Presented) The apparatus of claim 91 wherein
2 the event corresponds to a work item; and
3 the notifying means comprise work item notifying means for providing a notification of
4 the work item.

1 95. (Previously Presented) The apparatus of claim 91 further comprising:
2 connection means for establishing a connection between the user interface and the
3 communication channel;
4 and wherein
5 the notifying means use the connection for providing the notification.

1 96. (Previously Presented) An apparatus comprising:
2 issuing means for issuing a command to the communication channel, wherein the issuing
3 the command communicates according to the media type; and
4 command determining means for determining the command upon receiving an activation
5 of a user interface object of a user interface, wherein the determining is performed
6 independently of the media type.

1 97. (Previously Presented) An apparatus comprising:
2 event receiving means for receiving an event from a communication channel, the
3 receiving being performed according to a media type of the communication

4 channel;
5 accessing means for accessing a database to determine an event response to the receiving
6 the event; and
7 event response performing means for performing the event response, the performing
8 being independent of the media type.

1 98. (Previously Presented) A signal embodied in a carrier wave comprising:
2 instructions for performing the method of claim 37.

1 99. (Previously Presented) A signal embodied in a carrier wave comprising:
2 data produced by performing the method of claim 37.

1 100. (Previously Presented) A signal embodied in a carrier wave comprising:
2 instructions for performing the method of claim 42.

1 101. (Previously Presented) A signal embodied in a carrier wave comprising:
2 data produced by performing the method of claim 42.

1 102. (Previously Presented) A signal embodied in a carrier wave comprising:
2 instructions for performing the method of claim 44.

1 103. (Previously Presented) A signal embodied in a carrier wave comprising:
2 data produced by performing the method of claim 44.

1 104. (Currently Amended) The method of claim [[15]] 44 further comprising:
2 issuing a command to the communication channel, wherein the issuing the command
3 communicates according to the media type.

1 105. (Currently Amended) The method of claim [[20]] 104 further comprising:
2 determining the command upon receiving an activation of a user interface object of a user
3 interface, wherein the determining is performed independently of the media type.

1 106. (Currently Amended) The method of claim [[15]] 37 further comprising:
2 accessing a database to determine an event response to the receiving the event; and
3 performing the event response, the performing being independent of the media type.